

DTS Customer Council  
Department of Technology Services

Meeting Minutes

June 10, 2008

I. Call to order

P.K. Argarwal called to order the meeting of the DTS Customer Council at 2:30 p.m. on June 10, 2008, in the Big Sur Conference Room at the Cannery Campus.

II. Roll Call

Attendees: P.K. Argarwal, Mitzi Higashidani, Stan Ota, Melissa Matsuura, Steve Rushing, Carol Kelly, Gail Overhouse, Kathy Saito, Mike Baker, Stephen Hensley, Heidi Perris, Carlos Ramos, Adelina Zendejas, Karen Louie, Dale Jablonsky, Debra Gonzales, Joe Panora, Joan Obert, Jan Ross, Clay Harada, Ron Nabity and Kari Gutierrez

III. Approval of Meeting Minutes of March 11, 2008

The minutes were approved by the Council.

IV. Upcoming Rate Changes

Melissa Matsuura updated the council on some new rates that will be presented to the Technology Services Board. These include: Open Exams, COEMS, statewide e-mail and Consulting Services

V. DTS Facility Update

Steve Rushing updated the council on the Cannery lease which is due to expire in two years.

The Department of General Services is working with DTS and looking for potential new locations, likely in the central valley area. The new site is to be remotely managed.

Steve also discussed Architectural bids for a new building, a budget of \$100-130 million for new building, a contingency plan to relocate. So far all plans are on target.

VI. Statewide E-mail

Carol Kelly provided background on various efforts related to statewide e-mail, (e.g., E-hub, encryption, archiving, E-discovery)

VII. DTS Strategic Plan

Jim Hanacek handed out the new DTS Strategic Plan brochure to the council members. The new brochure outlines the six objectives for customer satisfaction, employee investment, financial viability, process improvement, enabling investments and statewide leadership.

VIII. GO Online – Green Output Online

Heidi Perris presented the Green Output Online to the council members. The project objectives are to establish the program, improve security, reduce carbon footprint, reduce costs, implement standards and best practices; reduce dependence on outside vendors.

The next steps are to aggressively market technologies to customers.

IX. Enhanced Secure File Transport

Stephen Hensley presented the Enhanced Secure File Transport. The Enhancement includes - Delegated Administration of Accounts; Automated Email Notification; File Transfer Scheduling; 100 Mbps Transfer Rate or Higher; Redundant Components (High Availability).

Procedures are in place and outlined for customers to submit a Service Request.

A SFT rate of \$16 a month per account includes 5GB storage transfer, \$13 a month for each additional 5GB or fraction there of.

X. Server Standards – Kathy Saito provided background on current efforts to establish and adopt server standards.

XI. Enterprise Storage – Kathy Saito provided background on current efforts implement enterprise storage, discussed starter group review of the network

XII. Enterprise Network – Gail Overhouse discussed Gartner group review of the network. Recommendations included going to a single enterprise network with mandatory participation. Also recommended DTS going to a service management model instead of being a service provider.